
Post Title: Apprentice Regulatory Compliance Officer - Housing

Grade: Scale 3 – S01 (Career Graded Post)

Responsible to: Residential Team Leader (Environmental Health)

Responsible for: None

Main contact associated with principal duties:

- Landlords, agents and tenants
 - Council officers
 - Members of the public
 - Elected members
-

Job Purpose:

To protect tenants by focusing on housing standards and tenancy-related enforcement, preventing illegal eviction and harassment, supporting compliance with the Housing Act 2004, Environmental Protection Act 1990, Protection from Eviction Act 1977, and Landlord and Tenant Act 1985 and responding to concerns about poor housing conditions in the private rented sector.

Control of Resources:

- Safety equipment
 - Sampling equipment
 - Measuring equipment
 - Photographic and video equipment
 - Audio-visual equipment
 - Mobile phone
-

Main duties and responsibilities (where relevant to the team in which the postholder is based):

Duties are undertaken according to the postholder's competence, grade, training and delegated authority.

1. Respond to customer enquiries, inspection programmes and service requests, carrying out inspections, investigations, enforcement of legislation, service of statutory notices, co-ordination of works in default of notices, prosecution proceedings, interventions, initiatives and education under legislation including the Renters Rights Act, Housing Acts, Environmental Protection Act, Public Health Acts, Building Act, and other appropriate legislation within the remit of the Environmental Health Services.

2. To undertake detailed condition surveys of dwellings using HHSRS and produce schedules of work and disrepair specifications, together with associated drawings as necessary.
3. To ensure that the team and individual performance targets are achieved, including statutory targets, such as completion of the inspection programmes.
4. Determine the most appropriate course of action and use of legislative tools. Carry out formal recorded interviews, take witness statements, obtain and preserve evidence in accordance with the Police and Criminal Evidence Act having regard to the Regulation of Investigatory Powers Act and the Code of Practice for Crown Prosecutors.
5. Serve and issue statutory notices, orders and licences as required by the Housing Act 2004, Environmental Protection Act 1990 and other related public health and environmental health related legislation and any other notices as specifically authorised by the Head of Housing and Environmental Health.
6. Provide verbal and written advice and mediation on tenancy and housing standards issues to tenants, landlords and other agencies and organisations.
7. Investigate potential breaches of landlord and tenant legislation, including undertaking site visits and interviews to gather evidence and witness statements in accordance with relevant procedures and to the required evidential standards.
8. Prepare cases for prosecution or civil penalties including the preparation of letters, memos, notices, reports, legal papers and attending court and other hearings to give evidence as necessary.
9. Use the Councils ICT systems in accordance with advised protocols and populate databases with accurate and up to date data.
10. Undertake appropriate training to fulfill responsibilities effectively.
11. To undertake such other duties as may be required commensurate with the nature, responsibilities and grading of the post.

Selection Criteria	Essential or Desirable	Assessment Method
Qualifications		
1. Must be eligible to study for Level 4 Regulatory Compliance Officer Apprenticeship	Essential	Application Interview
2. A current driving licence and the use of a car to be able to visit premises and locations throughout the area of the Borough and elsewhere to perform the duties of the post.	Essential	Application Interview
Knowledge, skills, abilities and experience		
3. Ability to analyse information, identify the cause of a problem, assess risks and develop practical, proportionate solutions.	Essential	Application Interview
4. Strong IT skills with excellent knowledge of Microsoft Office.	Essential	Application Interview Test
5. Strong literacy skills in order to draft letters, email and reports and complete necessary records.	Essential	Application Interview Test
6. Numeracy skills sufficient to verify semi-complex calculations	Essential	Application Interview Test
7. Good verbal communication skills in order to explain processes and procedures to members of the public	Essential	Application Interview
8. Ability to manage and prioritise your own workload and to contribute to the achievement of service and corporate targets and goals.	Essential	Application Interview
9. Have experience of undertaking investigations, enquiries and developing solutions to housing standards and/or tenancy related problems.	Desirable	Application Interview
Special Requirements		
10. A commitment to equality and diversity	Essential	Application Interview
11. A commitment to complete the Level 4 qualification within deadlines and undertake any other training and personal development and work occasional evenings and weekends	Essential	Application Interview
12. Be physically able to visit premises and locations throughout the area of the Borough and elsewhere to perform the duties of the post e.g. stairs and using ladders.	Essential	Application Interview
As the post involves driving a vehicle, the post is subject to pre-employment and probationary drug and alcohol testing. It will then be part of the ongoing random testing regime for safety critical posts.		

CAREER GRADE GUIDELINES

Apprentice Regulatory Compliance Officer – Housing

QUALIFICATIONS, EXPERIENCE AND COMPETENCE	GRADE	DUTIES AND LEVEL OF RESPONSIBILITY
- Commences the Level 4 Regulatory Compliance Officer apprenticeship. - Demonstrates satisfactory progress through training-provider and workplace reviews. - Has completed induction and core training in health and safety, data protection, equality, customer care and relevant Council procedures. - Demonstrates basic knowledge of the housing standards service and the role of the Council as a regulator.	Scale 3	- Undertakes routine administrative and casework tasks with guidance. - Undertakes routine revisits with accompaniment where authorised, following an agreed inspection plan. - Uses IDOX and other Council systems to create and update cases, record contacts, upload documents and maintain accurate case notes. - Prepares standard letters and routine correspondence using approved templates. - Accompanies officers on inspections and interviews, accurately recording findings and agreed actions. - Monitors straightforward actions and deadlines and refers exceptions or concerns promptly.
- Has successfully completed the Level 4 Regulatory Compliance Officer apprenticeship, including the required end-point assessment. - Has completed the HHSRS Core Competency Course for Practitioners. - Understands the principles of the Housing Health and Safety Rating System, including how deficiencies may give rise to hazards and the likelihood and severity of harm. - Demonstrates competence in using relevant case-management systems and standard procedures. - Demonstrates developing knowledge of housing conditions, tenancy issues, relevant legislation, Council procedures and regulatory practice. - Can undertake routine inspections safely and accurately with reduced supervision. - Produces clear and accurate written records and demonstrates sound judgement in routine cases.	Scale 4	- Manages a defined caseload of lower-risk or routine matters under supervision. - Undertakes routine revisits without accompaniment where authorised, following an agreed inspection plan. - Undertakes routine property inspections and interviews, identifies hazards or possible non-compliance and recommends appropriate next steps. - Provides clear verbal and written advice and supports informal resolution or mediation. - Updates IDOX accurately and prepares letters, case notes and other routine case documents. - Records HHSRS inspection findings on IDOX and drafts assessments for review. - Checks compliance with agreed schedules of work and reports unresolved hazards or non-compliance. - Provides routine advice within agreed guidance, referring complex or contentious matters to a senior officer.

At this stage job title changes to Regulatory Compliance Officer- Housing A minimum of 6 months post-apprenticeship relevant experience. - Continuing to develop competency in role following completion of qualification. - Demonstrates sound working knowledge of the principal housing, public health, environmental protection and tenancy-related legislation relevant to the role. - Demonstrates competence in risk assessment, inspection, investigation, evidence management and proportionate intervention. - Consistently manages work to the required standards of quality, timeliness and record keeping.	Scale 5	- Manages a varied caseload with limited supervision, prioritising work using a risk-based approach. - Undertakes inspections, investigations and formal interviews; obtains statements and gathers admissible evidence. - Determines and recommends proportionate interventions within delegated authority. - Prepares statutory notices, enforcement reports, civil penalty or prosecution files and other legal documentation for authorisation. - Liaises effectively with tenants, landlords, partner agencies and legal colleagues and contributes to inspection programmes and service targets.
- A minimum of 12 months post-apprenticeship relevant experience. - Continuing to develop competency in role following completion of qualification. - Demonstrates sustained competence across the full range of Housing Standards Officer duties through formal management assessment. - Demonstrates detailed knowledge of relevant legislation, statutory guidance, evidential requirements and Council enforcement policies. - Exercises sound judgement in complex or contested cases and produces work requiring minimal correction. - Maintains continuing professional development and any role-specific authorisations required by the Council.	Scale 6	- Works independently across the full range of housing standards and tenancy-related duties within delegated authority. - Determines appropriate courses of action and applies statutory and non-statutory interventions proportionately. - Serves notices and prepares robust civil penalty, prosecution and works-in-default cases, attending court or other hearings where required. - Handles complex, sensitive or higher-risk matters and provides authoritative advice to customers, colleagues and partner agencies. - Supports less experienced officers and contributes to service improvement, projects, procedures and performance delivery.
- Has at least two years' relevant post-apprenticeship experience and demonstrates sustained competence at Scale 6. - Demonstrates advanced knowledge of housing enforcement legislation, HMO standards, licensing requirements and Council policies. - Has successfully completed a formal management assessment confirming readiness to undertake the full range of duties at this level. - Maintains relevant continuing professional development and delegated authorisations.	SO1	- Independently manages complex, sensitive and high-risk housing standards and tenancy-related cases from initial assessment to resolution. - Undertakes HMO inspections and determines compliance with licensing conditions, management regulations and relevant standards. - Exercises delegated authority to serve the full range of notices used by the team and to issue Community Protection Notices where legally appropriate. - Leads the preparation of complex civil penalty, prosecution and works-in-default cases and attends court, tribunal or other hearings as required. - Provides technical guidance to colleagues, supports quality assurance and contributes to policy, procedure and service development.